

# DWS Celebrates **Ten-Year** Anniversary

**W**hen Bob Gross sat across from Utah Governor Mike Leavitt on April 9, 1996 discussing his future as the founding Executive Director of the Utah Department of Workforce Services (DWS), the governor stated that the establishment of this department was probably the most significant change in state government since statehood. The department will take advantage of emerging technology in this information age, and business will be conducted as never before.

Ten years later, it seems those words were rather prophetic. Through technology and innovative service techniques, business is conducted as never before, and continues to evolve to meet the challenges ahead.

DWS was founded on July 1, 1997. Prior to that time employment and training, financial and nutritional assistance, unemployment insurance and child-care assistance were administered by five separate state agencies. In many cases these five agencies shared common customers. To access services those customers had to complete an application form

for each service, repeat their stories multiple times—usually a difficult, and sometimes humiliating, process. DWS changed all that by having one-stop services for all the above benefits with one application, with only one interview. The Labor Market Information (LMI) Division produced valuable information for employers, and those seeking career information. However, access was limited.

Today LMI publications have improved in scope, quality and targets and used by all facets of the community; for families seeking career information, preparing for future decision making, and business owners looking to expand their operations, just to name a few. You're holding one of those products right now; Trendlines was one of the innovations in getting the information to the user.

There are many improvements from ten years ago with more information available, and several different access points. Simply put, an evolution of options, service and access. No matter how you view it, DWS has been a resounding success. ●



*With a variety of customers to serve, convenient and quick access of services continues to be a high priority.*